

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Amy Stern

Title: Director-Telecom Industry
Services

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 19, 1999

ITEM: DTE RR 83 Please provide the flow-through rate for the 404 orders for UNE-P that have been provided in Massachusetts. Provide the longest, the shortest and mean time intervals for installation. Also, please explain the meaning of "SMARTS"?

REPLY: The flow-through rate for the 404 UNE-P orders in Massachusetts was 69%. The 31% of the orders that did not flow through were entered into the provisioning system the same day that they were received.

Of the 404 UNE-P orders received, 9% were completed in less than 2 days, 50% were completed in 2 days, 40% were completed in 3 days, and 1% were completed in more than 3 days. All of the orders that were completed by BA-MA in 3 or more days were completed on the due date requested by the CLEC.

The longest interval was 15 days, the shortest interval was the same day as the receipt of the request, and the Mean Time for installation for the 404 orders was 2.3 days.

The acronym "SMARTS" stands for Service Order Management Administration Reporting and Tracking System. SMARTS is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS clock fills up a day's schedule on a first-in first-out basis until 90% of the available force is scheduled. The available force works both maintenance and installation.

NET RR# 83

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 118 In Massachusetts, and as aggregated for the north (if available) for UNE-P and UNE-L, what is the percentage of completion notices that are sent to the CLEC that require assistance from the TISOC in order to complete out to the CLEC for the past two months?

REPLY: All completion notices are sent electronically to CLECs without assistance from the TISOC. If a CLEC order is held up in the billing system due to a Post Completion Discrepancy (PCD), the billing completion notice will be held. The TISOC is involved in clearing PCDs, however, the volumes of PCDs resolved by the TISOC are not currently tracked. Bell Atlantic is in the process of refining its PCD tracking system to capture more detailed information.

NET RR# 118

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President-Network

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 129 Provide a copy of the screens utilized by BA-MA retail to perform xDSL loop pre-qualifications.

REPLY: The attachment to this response provides a copy of the screens utilized by BA-MA retail to perform xDSL loop pre-qualifications. This attachment is considered to be proprietary and will only be made available to the extent provided for in a mutually agreeable Protective Agreement.

NET RR# 129

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Stuart Miller

Title: Vice President

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 23, 1999

ITEM: DTE RR 131 Provide a status of the study referenced in the response to DTE 2-52 and indicate whether you are going to be breaking down the information regarding CLEC error by resale versus UNE order types.

REPLY: Bell Atlantic considers certain portions of the attached report proprietary and competitively sensitive. It will be made available to the extent provided for in the Department's Protective Order.

Attached is a copy of the study for the week ending December 8, 1999. The study includes a summary of errors, a detailed weekly error message report, with the top ten errors highlighted, a breakdown of the report by carrier and a report of quarterly totals.

The detailed weekly error message report provides error data by product type in the "PT" column, (R=Resale, P=Platform and L=Loop). The report also indicates whether the error is designated for return to the CLEC or to the TISOC (see column labeled "To", T=TISOC, C=CLEC). (LSRs with a combination of C and T type errors are returned to the TISOC.) Errors returned to the CLEC require CLEC action. Errors sent to the TISOC require further investigation and may or may not result in an error returned to the CLEC.

Equipped with the error identification reports, Bell Atlantic has begun the process of holding monthly workshops with CLECs to address specifically the improvement of LSR order quality. The first two workshops were held on November 10th and December 15th. Bell Atlantic believes that the workshops were both effective and well received. Four specific errors were discussed at the first workshop. Thereafter, the volume of three of these errors declined

REPLY: DTE RR 131
(cont'd)

noticeably. Each workshop will be based on an extensive root cause analysis of the top flow through errors for the previous month.

These monthly meetings are in addition to the feedback that Bell Atlantic provides to individual CLECs in the regular course of business and should enable CLECs more effectively to manage their ordering process and to reduce ordering errors, which will increase Bell Atlantic's flow through rates. Beginning with the December workshop, Bell Atlantic will offer to provide CLEC-specific error analyses and to meet individually with CLECs that are interested in exploring in more depth how the root cause information relates to their individual results.

In addition, Bell Atlantic utilizes the data regarding errors to formulate plans for further mechanization where appropriate.